



The State of New Hampshire
Department of Environmental Services



Michael P. Nolin
Commissioner

Ms. Laila Fekay
Naturally New Hampshire
PO Box G
Twin Mountain, New Hampshire 03595

LETTER OF DEFICIENCY
WMB PBF 04-15
August 12, 2004

Dear Ms. Fekay:

The Department of Environmental Services, Water Division ("DES") is required by RSA 485-A:26 to operate a program to ensure the health and safety of the public when using public bathing facilities such as pools and spas. To implement this program, DES has adopted administrative rules Env-Ws 1101-1105 to specify the design, operation, and maintenance requirements for public bathing facilities. DES reviews applications for new public bathing facilities and also inspects and tests the water in existing public bathing facilities to ensure that applicable requirements are being met.

On August 10, 2004, DES inspected the pool at Naturally New Hampshire in Carroll, NH ("the Pool").

During this inspection, the following deficiencies were noted:

A recommendation to close the Pool was issued on August 10, 2004. The inspection on August 10, 2004 revealed that the Pool was in violation of Env-Ws 1103.14 and unsafe for public use. The following bacterial violations were observed in the Pool water:

- a. Pursuant to Env-Ws 1103.14(a)(1) the maximum allowable concentration of total coliform bacteria and *Escherichia coli* in public bathing facility water is zero counts per one hundred milliliters (0CTS/100mL). The Pool water contained 44 CTS/100mL of total coliform bacteria.
 - b. The maximum allowable concentration of non-coliform bacteria in public bathing facility water is two hundred counts per one hundred milliliters (200 CTS/100mL). The Pool water contained greater than 200 CTS/100mL.
2. Env-Ws 1103.15(c) requires a free residual chlorine concentration between 1.0 mg/L and 3.0 mg/L in public pool water. The free chlorine residual of the Pool water was less than 0.1 mg/L on August 10, 2004.
 3. Env-Ws 1103.15(d) requires a pH between 7.0 and 7.8 in public pool water. The pH of the Pool water was 6.9 on August 10, 2004.
 4. Env-Ws 1104.01 requires the operator to test public bathing facility water for disinfectant residual, pH, and temperature prior to use of a public bathing facility and every 4 hours during operation, to record test results on a dated daily log sheet, and to maintain operational records for the previous twelve months and make these records available to DES and patrons of the public bathing facility upon request. No written records were available at the time of the inspection relative to the required testing of the Pool water.
 5. Env-Ws 1104.04(a) requires the following safety devices to be present at all public pools: (1) a light, strong pole not less than 12 feet long, including a body hook, and (2) a minimum one-fourth inch diameter throwing rope as long as one and one-half times the maximum width of the pool or 50 feet, whichever is less, to which has been firmly attached a ring buoy with an outside diameter of approximately 15 inches or a similar flotation device. The pole with a body hook was not present at the Pool at the time of inspection.
 6. Pursuant to Env-Ws 1104.03(c), signs shall provide the location of the nearest telephone. The location of the nearest telephone was not posted at the Pool at the time of the inspection.

Env-Ws 1104.03(e)(1) states that the depth of water in feet shall be plainly and conspicuously marked

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at or above the water line on the vertical pool wall and on the top of the coping or edge of the deck or walk next to the pool. The depth of the Pool was not marked on the pool deck.

8. Swimming pool hydraulic design and filter systems shall comply with Env-Ws 1105.01(k). The circulation and filtration system for the Pool does not comply with Env-Ws 1105.01(k) (2)-(8), (10), (11), (13), (15), (17), or (19-d).

DES believes the cited deficiencies can be corrected prior to summer season 2005. A report outlining how compliance will be achieved with the cited deficiencies should be submitted to DES within 30 calendar days from receipt of this letter. The report should include the following:


A copy of two weeks of water quality test results for all facilities (please do not send originals).

2. A plan on how the facility will alter the recirculation system in order to achieve a proper turnover rate of 8 hours.
3. A timetable of when
- a. the safety items will be in place;
 - b. the sign locating the nearest telephone will be posted;
 - c. the depth will be marked;

DES personnel will conduct another inspection at a later date to determine whether you have come into, and are maintaining, full compliance with RSA 485-A:26 and Env-Ws 1101-1105. After a violation of Env-Ws 1103.14, the facility will be required to pass two inspections in the following months. In the event that compliance is not achieved, DES may take further action, including seeking an administrative fine up to \$2,000 for each offense or referring the case to the NH Attorney General's Office for judicial action.

We appreciate your cooperation in this matter. Please contact Carrie Boudreau at (603) 271-7108 if you have any questions regarding this letter. Copies of Env-Ws 1101-1105 are available through the DES Public Information Center at (603) 271-2975 or via the Internet at <http://www.des.state.nh.us/pools/env1100.pdf>.

Sincerely,


Judy Connor
Limnology Center Director

Certified Mail # 7000 1670 0000 0587 7750

cc: Gretchen R. Hamel, Legal Unit Administrator, DES ✓
Carrie Boudreau, Public Bathing Facility Inspector, DES
Stanley Borkowski, Health Officer, Town of Carroll